

**DECLARATION AND POWER OF ATTORNEY FOR PATENT
APPLICATION**

ATTORNEY DOCKET NO. P3353

As a below named inventor, I hereby declare that: My residence, post office address and citizenship are as stated below next to my name. I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: Method for Estimating Telephony System-Queue Waiting Time in an Agent Level Routing Environment

the specification of which (check one) ☐ is attached hereto.
☒ was filed on: 12/11/1998
☒ Application Serial No. 09/209,306
☐ and was amended on _____
(If applicable)

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, s 1.56 (a). In the case that the present application is a continuation-in-part application, I further acknowledge the duty to disclose material information as defined in 37 CFR s 1.56(a) which became available between the filing date of the prior application and the filing date of the present application. I hereby claim foreign priority benefits under Title 35, United States Code s119 of any foreign applications for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)	(Number)	(Country)	(Day/Month/Year Filed)
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(Number)	(Country)	(Day/Month/Year Filed)
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I hereby claim the benefit under Title 35, United States Code, s120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, s112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, s156(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application.

(Application Serial No.): 09/024,825 (Filing Date): 02/17/98 (Status): pending

(Application Serial No.): _____ (Filing Date): _____ (Status): _____

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(Application Serial No.): _____ (Filing Date): _____ (Status): _____

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.
(List name and registration number)

Name: Donald R. Boys

Reg. No. 35,074

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first inventor: Yuri Shtivelman

1st inventor's signature: _____

Residence: 2811 Monte Cresta Dr., Belmont, CA. 94102

Citizenship: Israel

Post Office Address: Same

Dated: 11/11/99

Full name of 2nd joint inventor, if any: Nikolay A. Anisimov

2nd inventor's signature: _____

Residence: 1450 Creekside Drive, # 64, Walnut Creek, CA. 94596

Citizenship: Russian

Post Office Address: Same

Dated: 11/11/99

Full name of 3rd joint inventor, if any: Gregory Pogossians

3rd inventor's signature: _____

Residence: 669 Maybell Ave., Palo Alto, CA. 94306

Citizenship: US

Post Office Address: same

Dated: 11/11/99

Full name of 4th joint inventor, if any: Vladimir N. Deryugin

4th inventor's signature: _____

Residence: 777 Reliez Station Road Lafayette, CA. 94549

Citizenship: Ukraine

Post Office Address: Same

Dated: 11/11/99

Full name of 5th joint inventor, if any: Dmytro G. Balkin

5th inventor's signature: _____

Residence: 4215 Shelter Creek Lane, San Bruno, CA. 94066

Citizenship: Ukraine

Post Office Address: Same

Dated: 11/11/99

Full name of 6th joint inventor, if any: Luben Gueorguiev Stoilov

6th inventor's signature: _____

Residence: 61 Sequoia Road, Fairfax, CA. 94930

Citizenship: US

Post Office Address: Same

Dated: 11/11/99

Full name of 7th joint inventor, if any:

7th inventor's signature: _____

Residence: _____

Citizenship: _____

Post Office Address: _____

Dated: _____

Full name of 8th joint inventor, if any:

8th inventor's signature: _____

Residence: _____

Citizenship: _____

Post Office Address: _____

Dated: _____